

MICROCOMPUTER SPECIALIST

DEFINITION

To provide support to various city departments in the acquisition, maintenance and utilization of microcomputer hardware, software, and related computer peripheral equipment. This position responds to user inquiries and provides training to users where applicable.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Microcomputer Support Manager

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Performing a wide variety of technical computer and software installation, computer maintenance and troubleshooting; responding to user inquiries and needs for troubleshooting micro-computer hardware and software problems; adding, modifying, and deleting user access to the City's local area and wide area networks; analyzing network traffic and recommending ways to improve efficiency; managing software installed on the network; providing technical support for records management, spreadsheet, database and word processing applications; evaluating micro-computer hardware and software for various operations and applications; researching and providing technical support for networking micro-computers and connecting office computers to the UNIX minicomputer system; analyzing departmental needs for computer equipment and support; assisting departments in the installation of hardware and software; facilitating micro-computer training; keeping up-to-date on micro-computer technology and software; periodically supporting other city data processing needs; maintaining troubleshooting workload logs; conducting needs assessment; developing departmental computer replacement schedules; and training new users.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

MINIMUM QUALIFICATIONS

Knowledge of: computer software and hardware operations and equipment (peripherals); local area network concepts, wiring, hubs, routers, and network operating systems; principles and practices of professional and technical computer hardware and software de-bugging; and other troubleshooting procedures.

Ability to: analyze complex computer systems dealing with municipal government applications; install micro-computer hardware and software; solve difficult computer usage problems;

administer maintenance contracts and license agreements; apply knowledge of generic software applications; apply knowledge of local area network connection, maintenance and troubleshooting principles and practices; read and interpret complex technical documents, reports and instructions; follow oral and written instructions; train others; prioritize and organize work; and write specifications and reports as needed.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

- Two years of professional, responsible micro-computer and local area networking experience using Windows 2000 Server and/or Windows NT Server 4.0, as well as spreadsheet, word processing, and database management proficiency. Must demonstrate Windows 2000 proficiency and possess a valid California Driver's License.

Training:

Equivalent to

License or Certificate

Must possess a valid, California Driver's license.

PHYSICAL DEMANDS: Must be able to lift and move computer equipment weighing up to 50 pounds; use a computer keyboard and mouse; read typical business and technical documents; write typical business documents; read information on a computer screen; and work early/late or on weekends for major system upgrades and travel to off-site locations to set-up/repair hardware/software.

WORKING ENVIRONMENT

1/04